

SUPERVISORY GUIDE FOR THE NOS TELEWORK PROGRAM
June 2003

Supervisors are the key to a successfully implemented Telework Program. They are the ones who administer and oversee the program. It takes effort to begin the program, but with experience telework should not be any more complicated than administering other work schedules such as the Alternate Work Schedule (AWS). This guide is meant to help supervisors implement telework in their office and answer questions and concerns identified in the Telework Supervisory Evaluations.

IMPLEMENTATION

1. Read All Guidelines

The first step is to become familiar with the Telework Program. Reading through the revised NOS Telework Program (dated June 9, 2003) is a must. This document includes the new DOC Telework Plan and the NOAA Supplemental Guidance (soon to be updated as well). It is important to read these documents as well since the NOS Telework Program is not meant to duplicate them, but supplement them. The NOS Telework Program has been updated to be in step with these DOC/NOAA plans. Changes to the NOS Telework Program include:

- Renames the Plan to "NOS Telework Program" and makes other terminology changes to reflect more up-to-date terminology and to be consistent with DOC/NOAA.
- Redelegates the Approval Authorities for telework agreements to Program/Staff Office Directors and allows redelegation of Short Term Agreements (Intermittent or Episodic) to Division Chiefs.
- Allows agreement terms up to one year.
- Makes some changes in the Qualifying Positions.
- Updates the "Number of Employees" section to reflect Public Law 106-346 requiring agencies to establish policies allowing eligible employees to telework "to the maximum extent possible without diminishing employee performance."
- Allows working at Telecenters at the Program/Staff Office discretion
- Changes the program evaluation from every 6 months to once a year.
- Updates the forms to be used.
- Updates the Procedural Requirements to reflect all the above changes.
- Requires supervisors to assure that the participating employee has met IT security requirements including the completion of the NOAA IT Security Training.

A valuable place to get additional Telework information is on the joint OPM/GSA Telework website at: <http://www.telework.gov/>. Supervisors can find almost everything they need about telework at this site including FAQ's, policies, telework centers, suitability guidelines, etc.

2. Meet With Employees

Many supervisors are hesitant to bring up the subject of Telework because they believe all employees will want to participate. While employee participation in telework is voluntary, many employees will not be able to participate because they do not have a suitable place at home or a Telework Center near them, they like coming to work and seeing friends, they know the office helps them concentrate on their work rather than at home where they could be distracted, etc. The important thing is that supervisors assess each of their employee's job responsibilities and determine what, if any, activities can be conducted at an alternate location and then meet with ALL employees to discuss the program.

Supervisors should give each employee a copy of the NOS Telework Program or give them the website address where it is posted:
<https://inside.nos.noaa.gov/foremployees/admin/adminpolicies.html>
They can then have a staff meeting to discuss what level of participation can be expected in the office (e.g., no participation, intermittent/episodic only, full program, work at home only, telework centers), explain the procedures for requesting participation and give employees an opportunity to ask questions and raise concerns. Invite interested employees to request to participate in the program. Meeting one-on-one with interested employees after the group meeting to discuss eligibility is also a good idea.

3. Select Participants

"Telework is a management option..." "It is a privilege, not a right..." "Not everyone's job is right for telework...", "Not everyone has the right work environment..." "There are limitations on equipment and budget..." and "Telework is voluntary..." Hopefully, these things were stressed at the initial meeting to discuss Telework so employees understand that not everyone is guaranteed participation or expected to participate. Here are some suggestions that will help in implementing telework and selecting successful teleworkers:

- If you are unsure how successful telework will be, start small with a few teleworkers. Evaluate their success. When you are ready, select other interested employees and expand telework. You may also want to start with only 120-day agreements and work your way up to 1-year agreements if the employee works out or only allow intermittent/episodic agreements at first.

- Select teleworkers who can work independently with little supervision, who can set priorities and get things done on time and with quality, and whom you trust to do the job.

- If an employee requests to telework but you think he or she will not be a successful teleworker, it is best to wait until any problems are resolved. Explain the situation fully to the employee, including why you do not think they can participate, what is needed to correct the problem and the timetable for reevaluation.

- Consider offering other flexible work arrangements, such as maxiflex with 9 or 10 hour schedules, to those who can not telework.

Once an employee requests to participate in the program the supervisor must determine if that employee is eligible for their specific request. An employee may be authorized to telework if there are sufficient duties or work activities that can suitably be performed at an alternative work site; the employee's performance and record of attendance are at least satisfactory; and the employee signs a written telework agreement. Please refer to the DOC Telework Program, Selecting Telework Participants for additional factors for consideration and Attachment 3 of the NOS Telework Plan for Guidelines to Identifying Duties Suited for Telework and Selecting Telework Participants. If interested, in the Office of National Geodetic Survey one office has developed a very good template that each employee can complete which identifies and describes the employee's activities and resources required to do that activity (see Attachment 1 - Sample Employee Activity Sheet).

4. Prepare Paperwork

The following paperwork must be completed:

a. NOAA Telework Application and Agreement. The form must be filled out completely and approved by the appropriate level of authority. Any exceptions must be approved by the Assistant Administrator. For samples see the following attachments:

- Attachment 2 - Sample Regularly Scheduled NOAA Telework Application and Agreement
- Attachment 3 - Sample Ad-Hoc NOAA Telework Application and Agreement
- Attachment 4 - Sample Medical NOAA Telework Application and Agreement.

b. NOAA Telework Safety Checklist. This form is used if the employee is going to telework from a residence. Please remember to **describe** the worksite and not just indicate "Home Office". Any items with a "No" answer are required to be corrected **before** telework begins. If they cannot be remedied, telework cannot be approved. See Attachment 5 - Sample NOAA Telework Safety Checklist.

c. Request to Participate Memorandum with Justification. A request to participate/justification memorandum must be prepared to accompany the completed paperwork. Approval authorities:

- Program/Staff Office Director - All telework agreements
- Division Chief - Intermittent/Episodic agreements if redelegated the authority by their Program/Staff Office Director
- Assistant Administrator - Any requests for exception to the Telework Program

1. Initial Request:

- Explain why the employee wants to do this

- Explain the benefits to the organization
- Justify your selection of this employee
- Briefly explain what type of work the employee will be doing while at the alternate location
- For medical reasons, be sure to have the written medical evaluation/documentation attached.

For samples see the following attachments:

- Attachment 6 - Sample Initial Request to Participate/Justification Memorandum-Regularly Scheduled
- Attachment 7 - Sample Initial Request to Participate/Justification Memorandum-Group Ad-hoc
- Attachment 8 - Sample Initial Request to Participate/Justification Memorandum-Medical

2. Renewal Request:

- Update paperwork as necessary. If there are no changes, only the new application/agreement needs to be attached to the justification.
- Identify and explain any changes
- Give brief evaluation of prior arrangement
- Medical/Family Care needs may be renewed up to a 6-month maximum. Attach an updated doctor's certification for medical renewals and explain the new developments in the family care needs that require renewal.

For a sample see Attachment 9 - Sample Request for Renewal/Justification Memorandum

When all the paperwork has been completed, forward the request/justification memorandum and all attachments through the appropriate channels to your approving official.

INFORMATION TECHNOLOGY SECURITY

Teleworkers are responsible for following the Department of Commerce's Information Technology Security Program Policy, Remote Access Security Policy and Minimum Implementation Standards. These standards can be found under "Security" at:

<http://www.osec.doc.gov/cio/ITMHweb/ITMHWEB1.html>

"Teleworking/Remote Access Security" is found in section 3.16.5 and the link to the Remote Access Security Policy is at 3.16.5.2. Both NOAA and NOS are coming out with more specific Remote Access policies very soon that will require minimum standards and a Remote Access Agreement. Currently, employees who want to telework must have completed the IT Security Awareness Course (SAC). They can access the course at:

<http://noaa.learnsecuritywith.us>

If the employee is using their own computer, your IT Officer should be able to tell them what security requirements are necessary for their computer and how to gain access, if necessary, to NOAA systems. If you have further questions, you can contact NOS's CIO Office at 301-713-1156.

In cases where the government is supplying the equipment:

- the employee must obtain supervisory approval;
- the Property Custodian responsible for the equipment must complete a NOAA Form 37-40, Personal Custody Property Record/Hand Receipt; and
- an Optional Form 7, Property Pass, which allows the borrower to remove the property from a Government facility, must be completed by the Property Custodian and it remains with security personnel.

Visit the following website for more information on the "Use of NOAA Property at Home": http://www.pps.noaa.gov/New_menu/use.htm

Field employees should contact their Regional Property Manager when borrowing Government-owned equipment.

Personally owned software or public domain software may be installed on Government-owned equipment providing that all licensing requirements are met; it is authorized by an appropriate authority; and is used to accomplish the mission of DOC. All software should be scanned for viruses before being loaded.

REPORTING REQUIREMENTS

It is the responsibility of the employee's immediate office to maintain all original records pertaining to a telework agreement. It is the responsibility of the Approving Official's office to keep records pertaining to:

- How many employees are eligible to telework
- How many employees are participating in Telework broken down into categories of "Regularly Scheduled" and "Intermittent or Episodic". For the intermittent/episodic, break it down further into medical, family needs, ad-hoc and one-time event.
- How many employees requested participation and how many were actually approved/disapproved.
- How many terminated by management versus employee request.

Please note that all terminations must be documented on the NOAA Telework Termination Form (see Attachment 10 for a sample).

Please see Attachment 11 for a Sample Telework Log.

An evaluation of the NOS Telework Program will be conducted annually by the NOS Management and Budget Office.

Part of the annual evaluation will contain a survey to identify problems, concerns, proposed changes, improvements, etc. to the NOS Telework Program. In addition, supervisors and employees will be required to fill out surveys to help assess the Program on request.

TELECENTERS

NOS is now allowing employees to work at approved telecenters with proper approval. However, the cost of working at a telecenter is the office's responsibility. Arrangements need to be made through the NOAA Telework Coordinator. Current costs are ranging from \$80-\$196/month for 1 day a week in the Washington Metropolitan area. Supervisors and interested employees can visit or telephone the telecenter of choice and discuss availability and technology requirements with the center operator. A direct link to all of the centers may be found at: www.wmtc.org and they include the center contact point name and telephone number. A schedule of the Open Houses at specific facilities can also be accessed there. The NOAA Telework Coordinator will discuss the signup procedures and the Telework Reimbursement Sheet (TFRS) that must be completed. For more information, visit the following website: <http://www.telework.gov/>.

SUPERVISORY PROBLEMS/CONCERNS

During NOS's latest telework program evaluation, several problems and concerns were expressed by supervisors and management. A list of the major ones are below followed by comments to address those concerns.

1. Not being able to talk to employees face to face about specific paperwork or assignments.

If there is an assignment that requires face-to-face discussions, and at frequent intervals, the employee should not be doing that work at the alternate location. If telework is properly managed, regular face-to-face discussions should be conducted at the office before the employee begins a telework day to go over an assignment if necessary. Referring to the selection criteria for telework, participating employees should be qualified to do most of the work without close supervision. Discussions over the telephone or through the computer should be sufficient while at the alternate location in most cases.

2. Time invested in application/approval process.

The updated NOS Telework Program includes several changes to help speed up the process and make things easier. They include redelegating approval authority, allowing agreements up to a year (including ad-hoc agreements), and providing a Supervisory Guidance document with samples.

3. Accountability and monitoring concerns.

Accountability and monitoring concerns are the same regardless if the employee is working in the office or at another location. The difference is in the way it is accomplished. Establish an accountability system for the alternate location just as one has been established in the office. At the office, there may be a sign-in/sign-out sheet or the supervisor may visually check to see if the

employee is there. At the alternate location, the supervisor may have the employee send them an email or call in when they begin/end work. They can also verify that the employee is working by occasionally telephoning the employee at some time during their work hours. Whether at the office or at an alternate location, the reasonableness of work output for time spent should be a major determining factor. Just because an employee is sitting at their desk in the office does not mean that they are working. There are many training classes available to help supervisors learn how to manage employees in a telework environment.

4. Costs too much.

There are usually additional costs, but in many telework arrangements there may be little or no additional costs required:

- Equipment can be provided either by the employee or through surplus equipment.
- Some activities, especially ad-hoc assignments, may not even require any equipment. Sometimes just a folder of work to review, evaluate, or proof-read is required or a telephone to conduct interviews or gather information.
- Sometimes some initial costs to start the program are offset by having productive employees when they otherwise would not be working. For example, an employee could work while recovering from an injury or illness; work at home during weather conditions that they would normally take leave; and work at home for part of a day when they have a personal appointment that otherwise would require them to take leave for the entire day.

5. Remote access problems.

Many problems/concerns were identified having to do with remote access including, lack of high-speed access to government databases, connectivity problems, need for offsite technical support, IT security, etc. While some of these cannot be corrected at this time, the IT community is aware of the problems and is working to address many of the issues. Working at a Telecenter solves many of these problems, but for those employees working at home it is a little harder to resolve. The supervisor and employee must know what their IT requirements will be to effectively work from home and then coordinate with their IT Officer or the NOS CIO Office to determine if telework is feasible and, if so, make it happen.

CONTACTS

Please contact the following for additional information or assistance on teleworking:

NOAA Telework Coordinator
Jeannette Newland
Telephone 301-713-4477 x154
Fax 301-713-9436

Jeannette.Newland@noaa.gov

NOS Telework Coordinator

George Ann Stansbury

Telephone 301-713-3050 x141

Fax 301-713-4292

Georgeann.Stansbury@noaa.gov

Attachment 1
SAMPLE EMPLOYEE ACTIVITY SHEET

ACTIVITY	TYPE	DESCRIPTION/ TIME REQUIRED	RESULT	MEASUREMENT	RESOURCES REQUIRED
Safe Flight 21 manual documentation	Development write/modify	Specifications for new FAA funded project/Ongoing until approved	Completion/acceptance by FAA and others	Deliver a statement of progress to supervisor after each telework day	(1) Computer (Employee supplies) (2) Copy of MS Word
Graphic illustrations and tables for Safe Flight Manual	Create/modify	Graphic display of manual information/Ongoing until approved	Clarification of manual information	Deliver a statement of progress to supervisor after each telework day	(1) Computer (2) Copy of MS Word (3) Image modification software
Read/Respond to email	Routine	Routine/Time varies with response	Complete any responses needed	Deliver a statement of progress to supervisor after each telework day	(1) Computer (2) Email access
Web page development and update of ASP procedures	Data dissemination/development	Easy access to information/Ongoing	Complete offline to be transferred to intranet/network in office	Deliver a statement of progress to supervisor after each telework day	(1) Computer (2) Copy of Corel Wordperfect (3) email access to transfer files
Create ADS's and DOLE for reviewed projects	Create/verify/update	For data dissemination to users/Time varies depending on the number of projects	Complete and upload ADS's and DOLE to web	Deliver a statement of progress to supervisor after each telework day	(1) Computer (2) Access to OCDB (3) Access to server "Sinbad" (4) Copy of Adobe Acrobat
Monthly reports	Routine	Routine/Time varies with report	Complete each month	Deliver a report to supervisor	(1) Computer (2) Copy of Corel WordPerfect (3) Email access
OCDB Data Review	QA review	Data integrity/Time varies with each review	Complete for each project review	Deliver a statement of progress to supervisor after each telework day	(1) Computer (2) Email access (3) Access to OCDB

SAMPLE-REGULARLY SCHEDULED NOAA TELEWORK APPLICATION AND AGREEMENT

Section I (Completed by Employee)

Employee's Name:	Telephone #:
JOHN SMITH	301-713-0000 x123
Job Title:	Series and Grade:
IT SPECIALIST	GS-2210-12
Division:	Office:
REMOTE SENSING DIVISION, NGS	NATIONAL OCEAN SERVICE
Supervisor's Name and Title:	
MARY JONES, CHIEF, REQUIREMENTS BRANCH	
Official Duty Station:	
SILVER SPRING, MD	
I Request to Telework at:	

GSA Federal Telework Center (Location): _____
 Phone: _____

☐ Alternative Workplace (Location): 1234 Washington Street
 Gaithersburg, MD 20878
 Phone: 301-330-0000

Section II (Telework Agreement)

The following constitutes an agreement on the terms and conditions of the telework arrangement for working at an authorized alternative workplace between the Employee and the Supervisor.

Description of work to be performed: (Include all activities that will be done at the alternate location)

- Writing reports, policies, guidance
- Software Development
- Reviewing documents
- Reading and responding to emails
- Troubleshooting

A copy of the agreement will be retained by the supervisor and the employee for reference.

Voluntary Participation

The employee voluntarily agrees to work at the approved alternative workplace indicated on the attached NOAA Telework Application. The supervisor concurs with the employee's participation. The employee and supervisor agree to follow all applicable policies and procedures established by the Department of Commerce and NOAA. The employee recognizes that the telework arrangement is not an employee entitlement but an additional method that the employer may approve to accomplish work.

Performance/Work Assignments

The employee's most recent performance rating of record and current performance must be at least "Meets or Exceeds." The employee understands that a decline in performance may be grounds for canceling or modifying the alternative workplace arrangement.

The employee agrees to complete all assigned work according to procedures mutually agreed upon by the employee and the supervisor and according to guidelines and standards in the employee's performance plan.

Approval Period (Up to a Year for regularly scheduled and ad-hoc agreements, up to 120 days for a one-time event, medical/family needs)

The employee will participate in the telework program on (check one):

☒ A regularly scheduled (continuing) basis beginning JUNE 1, 2003

A non-regularly scheduled (intermittent/episodic) basis beginning _____ for at least
(days/months).

☒ This agreement shall expire on MAY 31, 2004, unless cancelled or terminated earlier by either the approving official and/or employee, or renewed by agreement of the employee and approving official.

Official Duty Station and Alternative Workplace

The supervisor and employee agree that all pay, leave, and travel entitlement are based on the official duty station as shown on the NOAA Telework Application cover sheet.

Work Schedule and Tour of Duty (Employees must work within the already established NOS AWS Schedule regardless of location)

The supervisor and employee agree that the employee's official tour of duty is as shown in the table below (insert days and hours).

	<u>Week 1 of pay period</u>	<u>Week 2 of pay period</u>
<u>Official Duty Station</u>	M, TU,TH 8:00 A.M.-4:30 P.M.	M,TU,TH 8:00 A.M.-4:30 P.M.
<u>Alternative Workplace</u>	W, F 6:30 A.M.-3:00 P.M.	W, F 6:30 A.M.-3:00 P.M.

(For guidance on flexible work schedules, refer to the Department of Commerce or your unit's Alternative Work Schedule Plan, and specify the flexible band and the limits within which flexible hours may be worked.)

Special Circumstances: (This section would generally be filled out for agreements with special exceptions, or intermittent/episodic agreements)

NONE

Alternative Workplace Costs

The employee understands that the Government will not be responsible for any operating costs that are associated with the use of the employee's home as an alternative workplace, for example, home maintenance, insurance or utilities.

Entitlement to Reimbursements

The supervisor understands that the employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Government, as provided for by statute and regulations.

Equipment/Supplies (All required property paperwork must be completed for all government supplied equipment)

The employee agrees to protect any Government-owned equipment and/or supplies and to use the equipment only for official purposes. Any government-owned equipment issued to the employee will be serviced, maintained, and installed, if applicable, by NOAA. The employee is responsible for maintaining, installing, and the servicing of any personal equipment needed. The supervisor will provide the employee with all necessary office supplies and also reimburse the employee for business-related long distance telephone calls.

Equipment needed to perform work at alternative workplace:

NOAA Furnished: Software: Corel WordPerfect, MS Word, Adobe Acrobat, Virus Software,

Employee Furnished: Computer, Printer, Fax, Telephone

This section must be completed.

Alternative Workplace Inspection

The employee agrees to permit the Government to inspect the alternative work site during the employee's scheduled working hours. The supervisor and employee agree that the purpose of any such inspection will be to ensure that the designated work area is adequate for performance of employee's official duties, meets required safety and security requirements, and to ensure proper maintenance of Government-owned property.

Salary and Benefits

The supervisor and employee agrees that a telework arrangement is not a basis for changing the employee's salary or benefits.

Overtime

The employee agrees to work overtime only when ordered and approved in writing by the supervisor and in advance of working the overtime. The employee understands that overtime work without such approval may not be compensated and may result in termination of the telework arrangement.

Leave

The employee agrees to follow established office procedures for requesting and obtaining approval of leave. The employee understands that if an emergency condition occurs either effecting the alternative

workplace or the Federal government, the employee must contact the supervisor for dismissal procedures.

Time and Attendance Reports

The supervisor and employee are responsible for ensuring the accuracy of time and attendance reported for the employee's work at the official duty station and the alternative workplace. The supervisor agrees to certify biweekly the employee's Time and Attendance Daily Report for hours worked. The employee's timekeeper will retain a copy of the employee's work schedule.

Conducting Personal Business

The employee agrees not to conduct personal business at the alternative workplace while in an official duty status for example, caring for dependents or making home repairs.

Liability

The employee understands that the Government is not liable for damages to an employee's personal or real property while the employee is working at the approved alternative workplace, except to the extent the Government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

Worker's Compensation

The employee understands that (s)he is covered by Federal Employee's Compensation Act if injured in the course of performing official duties at authorized work locations. The employee agrees to notify his/her supervisor immediately of any accident or injury that occurs and to complete any required forms. The supervisor agrees to investigate such a report immediately.

Maintenance of Records

The supervisor is responsible for maintaining all forms and records associated with this agreement.

Standards of Conduct

The employee agrees to abide by the Standards of Ethical Conduct for Employees of the Executive Branch while working on official duty.

Disclosure

The employee agrees to protect Government records from unauthorized disclosure or damage and will comply with requirements of the Privacy Act of 1974, 5 U.S.C. 552a.

Cancellation

The supervisor and employee understand that either party may cancel the Telework agreement with reasonable notice and require the employee to resume working at his/her official duty station. Reasons for cancellation will be documented by the supervisor and/or employee on NOAA's Telework Termination Form and filed with this agreement.

Compliance with this Agreement

The employee's failure to comply with the terms of this agreement may result in the termination of this agreement and the telework arrangement. Failure to comply with the provisions of this agreement may

result in appropriate disciplinary or adverse action against the employee if just cause exists to warrant such action.

Certification

By signing this agreement, the employee certifies that (s)he has read the terms of this agreement and agrees to follow the policies and procedures outlined in them as well as all other applicable policies and procedures:

Employee's Signature: _____ Title: _____ Date: _____

Supervisor's Signature: _____ Title: _____ Date: _____

Approving Official's Signature: _____
Title: _____ Date: _____

Section III (Approval/Disapproval)

Your request to participate in the telework program is:

X Approved as written

Approved with the following modification(s):

_____ GSA Federal Telework Center
(Location): _____ Phone: _____

_____ Alternative Workplace (Location): _____
Phone: _____

_____ Other: _____

Disapproved for the following reason(s):

_____ Work not suited to telework
_____ Need for office coverage
_____ Employee is in a developmental assignment or position
_____ Alternative work site does not conform with safety requirements
_____ Employee failed to attend required training on telework
_____ Employee does not meet personal eligibility requirements
_____ Employee's work requires heightened supervision and /or oversight
_____ Other (please specify): _____

Supervisor's

Signature: _____ Date: _____

Approving Official's

Signature: _____ Date: _____

SAMPLE-AD-HOC NOAA TELEWORK APPLICATION AND AGREEMENT

Section I (Completed by Employee)

Employee's Name:	Telephone #:
JOHN SMITH	301-713-0000 x123
Job Title:	Series and Grade:
IT SPECIALIST	GS-2210-12
Division:	Office:
REMOTE SENSING DIVISION, NGS	NATIONAL OCEAN SERVICE
Supervisor's Name and Title:	
MARY JONES, CHIEF, REQUIREMENTS BRANCH	
Official Duty Station:	
SILVER SPRING, MD	
I Request to Telework at:	

GSA Federal Telework Center (Location):
Phone:

x Alternative Workplace (Location): 1234 Washington Street
 Gaithersburg, MD 20878
Phone: 301-330-0000

Section II (Telework Agreement)

The following constitutes an agreement on the terms and conditions of the telework arrangement for working at an authorized alternative workplace between the Employee and the Supervisor.

Description of work to be performed: (Include all activities that will be done at the alternate location)

- Writing reports, policies, guidance
- Software Development
- Reviewing documents
- Reading and responding to emails
- Troubleshooting

A copy of the agreement will be retained by the supervisor and the employee for reference.

Voluntary Participation

The employee voluntarily agrees to work at the approved alternative workplace indicated on the attached NOAA Telework Application. The supervisor concurs with the employee's participation. The employee and supervisor agree to follow all applicable policies and procedures established by the Department of Commerce and NOAA. The employee recognizes that the telework arrangement is not an employee entitlement but an additional method that the employer may approve to accomplish work.

Performance/Work Assignments

The employee's most recent performance rating of record and current performance must be at least "Meets or Exceeds." The employee understands that a decline in performance may be grounds for canceling or modifying the alternative workplace arrangement.

The employee agrees to complete all assigned work according to procedures mutually agreed upon by the employee and the supervisor and according to guidelines and standards in the employee's performance plan.

Approval Period (Up to a Year for regularly scheduled and ad-hoc agreements, up to 120 days for a one-time event, medical/family needs)

The employee will participate in the telework program on (check one):

 A regularly scheduled (continuing) basis beginning _____.

 x A non-regularly scheduled (intermittent/episodic) basis beginning JUNE 1, 2003 for up to 1 year (days/months).

 x This agreement shall expire on MAY 31, 2004, unless cancelled or terminated earlier by either the approving official and/or employee, or renewed by agreement of the employee and approving official.

Official Duty Station and Alternative Workplace

The supervisor and employee agree that all pay, leave, and travel entitlement are based on the official duty station as shown on the NOAA Telework Application cover sheet.

Work Schedule and Tour of Duty (Employees must work within the already established NOS AWS Schedule regardless of location)

The supervisor and employee agree that the employee's official tour of duty is as shown in the table below (insert days and hours).

	<u>Week 1 of pay period</u>	<u>Week 2 of pay period</u>
<u>Official Duty Station</u>	8:00 A.M.-4:30 P.M.	8:00 A.M.-4:30 P.M.
<u>Alternative Workplace</u>	SEE BELOW	SEE BELOW

(For guidance on flexible work schedules, refer to the Department of Commerce or your unit's Alternative Work Schedule Plan, and specify the flexible band and the limits within which flexible hours may be worked.)

Special Circumstances: (This section would generally be filled out for agreements with special exceptions, or intermittent/episodic agreements)

This is an ad-hoc agreement. Employee will get approval from his supervisor before each ad-hoc episode and will, at that time, determine the work schedule at the Alternative Workplace.

Alternative Workplace Costs

The employee understands that the Government will not be responsible for any operating costs that are associated with the use of the employee's home as an alternative workplace, for example, home maintenance, insurance or utilities.

Entitlement to Reimbursements

The supervisor understands that the employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Government, as provided for by statute and regulations.

Equipment/Supplies (All required property paperwork must be completed for all government supplied equipment)

The employee agrees to protect any Government-owned equipment and/or supplies and to use the equipment only for official purposes. Any government-owned equipment issued to the employee will be

served, maintained, and installed, if applicable, by NOAA. The employee is responsible for maintaining, installing, and the servicing of any personal equipment needed. The supervisor will provide the employee with all necessary office supplies and also reimburse the employee for business-related long distance telephone calls.

Equipment needed to perform work at alternative workplace:

NOAA Furnished: Software: Corel WordPerfect,, Adobe Acrobat, Virus Software,

Employee Furnished: Computer, Printer, Telephone

This section must be completed.

Alternative Workplace Inspection

The employee agrees to permit the Government to inspect the alternative work site during the employee's scheduled working hours. The supervisor and employee agree that the purpose of any such inspection will be to ensure that the designated work area is adequate for performance of employee's official duties, meets required safety and security requirements, and to ensure proper maintenance of Government-owned property.

Salary and Benefits

The supervisor and employee agrees that a telework arrangement is not a basis for changing the employee's salary or benefits.

Overtime

The employee agrees to work overtime only when ordered and approved in writing by the supervisor and in advance of working the overtime. The employee understands that overtime work without such approval may not be compensated and may result in termination of the telework arrangement.

Leave

The employee agrees to follow established office procedures for requesting and obtaining approval of leave. The employee understands that if an emergency condition occurs either effecting the alternative workplace or the Federal government, the employee must contact the supervisor for dismissal procedures.

Time and Attendance Reports

The supervisor and employee are responsible for ensuring the accuracy of time and attendance reported for the employee's work at the official duty station and the alternative workplace. The supervisor agrees to certify biweekly the employee's Time and Attendance Daily Report for hours worked. The employee's timekeeper will retain a copy of the employee's work schedule.

Conducting Personal Business

The employee agrees not to conduct personal business at the alternative workplace while in an official duty status for example, caring for dependents or making home repairs.

Liability

The employee understands that the Government is not liable for damages to an employee's personal or real property while the employee is working at the approved alternative workplace, except to the extent the Government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

Worker's Compensation

The employee understands that (s)he is covered by Federal Employee's Compensation Act if injured in the course of performing official duties at authorized work locations. The employee agrees to notify his/her supervisor immediately of any accident or injury that occurs and to complete any required forms. The supervisor agrees to investigate such a report immediately.

Maintenance of Records

The supervisor is responsible for maintaining all forms and records associated with this agreement.

Standards of Conduct

The employee agrees to abide by the Standards of Ethical Conduct for Employees of the Executive Branch while working on official duty.

Disclosure

The employee agrees to protect Government records from unauthorized disclosure or damage and will comply with requirements of the Privacy Act of 1974, 5 U.S.C. 552a.

Cancellation

The supervisor and employee understand that either party may cancel the Telework agreement with reasonable notice and require the employee to resume working at his/her official duty station. Reasons for cancellation will be documented by the supervisor and/or employee on NOAA's Telework Termination Form and filed with this agreement.

Compliance with this Agreement

The employee's failure to comply with the terms of this agreement may result in the termination of this agreement and the telework arrangement. Failure to comply with the provisions of this agreement may result in appropriate disciplinary or adverse action against the employee if just cause exists to warrant such action.

Certification

By signing this agreement, the employee certifies that (s)he has read the terms of this agreement and agrees to follow the policies and procedures outlined in them as well as all other applicable policies and procedures:

Employee's Signature: _____ Title: _____ Date: _____

Supervisor's Signature: _____ Title: _____ Date: _____

Approving Official's Signature: _____

Title: _____ Date: _____

 Approving Official's Signature: Date:

SAMPLE-MEDICAL NOAA TELEWORK APPLICATION AND AGREEMENT

Section I (Completed by Employee)

Employee's Name:	Telephone #:
JOHN SMITH	301-713-0000 x123
Job Title:	Series and Grade:
IT SPECIALIST	GS-2210-12
Division:	Office:
REMOTE SENSING DIVISION, NGS	NATIONAL OCEAN SERVICE
Supervisor's Name and Title:	
MARY JONES, CHIEF, REQUIREMENTS BRANCH	
Official Duty Station:	
SILVER SPRING, MD	
I Request to Telework at:	

GSA Federal Telework Center (Location): _____
 Phone: _____

☒ Alternative Workplace (Location): 1234 Washington Street
 Gaithersburg, MD 20878
 Phone: 301-330-0000

Section II (Telework Agreement)

The following constitutes an agreement on the terms and conditions of the telework arrangement for working at an authorized alternative workplace between the Employee and the Supervisor.

Description of work to be performed: (Include all activities that will be done at the alternate location)

- Writing reports, policies, guidance
- Software Development
- Reviewing documents
- Reading and responding to emails
- Troubleshooting

A copy of the agreement will be retained by the supervisor and the employee for reference.

Voluntary Participation

The employee voluntarily agrees to work at the approved alternative workplace indicated on the attached NOAA Telework Application. The supervisor concurs with the employee's participation. The employee and supervisor agree to follow all applicable policies and procedures established by the Department of Commerce and NOAA. The employee recognizes that the telework arrangement is not an employee entitlement but an additional method that the employer may approve to accomplish work.

Performance/Work Assignments

The employee's most recent performance rating of record and current performance must be at least "Meets or Exceeds." The employee understands that a decline in performance may be grounds for canceling or modifying the alternative workplace arrangement.

The supervisor understands that the employee does not relinquish any entitlement to reimbursement for authorized expenses incurred while conducting business for the Government, as provided for by statute and regulations.

Equipment/Supplies (All required property paperwork must be completed for all government supplied equipment)

The employee agrees to protect any Government-owned equipment and/or supplies and to use the equipment only for official purposes. Any government-owned equipment issued to the employee will be serviced, maintained, and installed, if applicable, by NOAA. The employee is responsible for maintaining, installing, and the servicing of any personal equipment needed. The supervisor will provide the employee with all necessary office supplies and also reimburse the employee for business-related long distance telephone calls.

Equipment needed to perform work at alternative workplace:

NOAA Furnished: _____

Employee Furnished: Computer, Telephone _____

This section must be completed.

Alternative Workplace Inspection

The employee agrees to permit the Government to inspect the alternative work site during the employee's scheduled working hours. The supervisor and employee agree that the purpose of any such inspection will be to ensure that the designated work area is adequate for performance of employee's official duties, meets required safety and security requirements, and to ensure proper maintenance of Government-owned property.

Salary and Benefits

The supervisor and employee agrees that a telework arrangement is not a basis for changing the employee's salary or benefits.

Overtime

The employee agrees to work overtime only when ordered and approved in writing by the supervisor and in advance of working the overtime. The employee understands that overtime work without such approval may not be compensated and may result in termination of the telework arrangement.

Leave

The employee agrees to follow established office procedures for requesting and obtaining approval of leave. The employee understands that if an emergency condition occurs either effecting the alternative workplace or the Federal government, the employee must contact the supervisor for dismissal procedures.

Time and Attendance Reports

The supervisor and employee are responsible for ensuring the accuracy of time and attendance reported for the employee's work at the official duty station and the alternative workplace. The supervisor agrees to certify biweekly the employee's Time and Attendance Daily Report for hours worked. The employee's timekeeper will retain a copy of the employee's work schedule.

Conducting Personal Business

The employee agrees not to conduct personal business at the alternative workplace while in an official duty status for example, caring for dependents or making home repairs.

Liability

The employee understands that the Government is not liable for damages to an employee's personal or real property while the employee is working at the approved alternative workplace, except to the extent the Government is held liable by the Federal Tort Claims Act or the Military Personnel and Civilian Employees Claims Act.

Worker's Compensation

The employee understands that (s)he is covered by Federal Employee's Compensation Act if injured in the course of performing official duties at authorized work locations. The employee agrees to notify his/her supervisor immediately of any accident or injury that occurs and to complete any required forms. The supervisor agrees to investigate such a report immediately.

Maintenance of Records

The supervisor is responsible for maintaining all forms and records associated with this agreement.

Standards of Conduct

The employee agrees to abide by the Standards of Ethical Conduct for Employees of the Executive Branch while working on official duty.

Disclosure

The employee agrees to protect Government records from unauthorized disclosure or damage and will comply with requirements of the Privacy Act of 1974, 5 U.S.C. 552a.

Cancellation

The supervisor and employee understand that either party may cancel the Telework agreement with reasonable notice and require the employee to resume working at his/her official duty station. Reasons for cancellation will be documented by the supervisor and/or employee on NOAA's Telework Termination Form and filed with this agreement.

Compliance with this Agreement

The employee's failure to comply with the terms of this agreement may result in the termination of this agreement and the telework arrangement. Failure to comply with the provisions of this agreement may result in appropriate disciplinary or adverse action against the employee if just cause exists to warrant such action.

Certification

By signing this agreement, the employee certifies that (s)he has read the terms of this agreement and agrees to follow the policies and procedures outlined in them as well as all other applicable policies and procedures:

Employee's Signature: _____ Title: _____ Date: _____

Supervisor's Signature: _____ Title: _____ Date: _____

Approving Official's Signature:

Title: _____ Date: _____

Section III (Approval/Disapproval)

Your request to participate in the telework program is:

X Approved as written

Approved with the following modification(s):

_____ GSA Federal Telework Center
(Location): _____ Phone: _____

_____ Alternative Workplace (Location): _____
Phone: _____

_____ Other: _____

Disapproved for the following reason(s):

_____ Work not suited to telework
_____ Need for office coverage
_____ Employee is in a developmental assignment or position
_____ Alternative work site does not conform with safety requirements
_____ Employee failed to attend required training on telework
_____ Employee does not meet personal eligibility requirements
_____ Employee's work requires heightened supervision and /or oversight
_____ Other (please specify): _____

Supervisor's

Signature: _____ Date: _____

Approving Official's

Signature: _____ Date: _____

NOAA TELEWORK SAFETY CHECKLIST

Note: This checklist is to be completed only if the proposed alternative workplace is located in a private residence.

This checklist is designed to assess the overall safety of the designated work area of the alternative workplace. Each applicant should read and complete the self-certification safety checklist. Upon completion, the checklist should be signed and dated by the applicant.

Applicant: MICHAEL SMITH _____ Telephone: 301-713-0000

Location of alternative workplace: _____ Telephone: _____
1234 Washington Street 301-330-1234
Gaithersburg, MD 20878 _____ 301-330-5678 (Fax)

Describe the designated work area: (describe completely, not just "home office")

Basement office setup with a desk, chair, computer, printer/fax, 2 phone lines, internet connection and a lockable file drawer.

Within the designated work area:

1. Are all stairs with four or more steps equipped with handrails?

___X___Yes ___No ___N/A

2. Are all circuit breakers and/or fuses in the electrical panel labeled as to intended service?

___X___Yes ___No ___N/A

3. Is all electrical equipment free of recognized hazards that would cause physical harm (frayed wires, bare conductors, loose wires, flexible wires running through the walls, exposed wires fixed to the ceiling)?

___X___Yes ___No ___N/A

4. Will the building's electrical system permit the grounding of electrical equipment?

___X___Yes ___No ___N/A

5. Are aisles, doorways, and corners free of obstructions to permit visibility and movement?

___X___Yes ___No ___N/A

6. Are file cabinets and storage closets arranged so drawers and doors do not open into walkways?

___X___Yes ___No ___N/A

7. Are the chair casters (wheels) secure and the rungs and legs of the chair sturdy?

XYes	No	N/A
------	----	-----

8. Are the phone lines, electrical cords, and extension wires secured under a desk or alongside a baseboard?

XYes	No	N/A
------	----	-----

9. Is the office space neat, clean, and free of excessive amounts of combustibles?

XYes	No	N/A
------	----	-----

10. Are floor surfaces clean, dry, and level?

XYes	No	N/A
------	----	-----

11. Are carpets well-secured to the floor and free of frayed or worn seams?

XYes	No	N/A
------	----	-----

12. Is there sufficient light for reading?

XYes	No	N/A
------	----	-----

By signing this document, the applicant certifies that all of the above applicable questions were answered in the affirmative or, if answered in the negative, that the applicant will take all necessary corrective actions to eliminate any hazard (as revealed by a negative response) before (s)he begins to telework.

Employee's Signature _____ Date: _____

$$\tilde{A} \cdot \emptyset \cdot \tilde{A}$$

SAMPLE INITIAL REQUEST TO PARTICIPATE/JUSTIFICATION MEMORANDUM
REGULARLY SCHEDULED

MEMORANDUM FOR: PROGRAM/STAFF OFFICE DIRECTOR for all Agreements OR
DIVISION CHIEF for Intermittent/Episodic Agreements
(If Division Chief redelegated to approve such
Agreements)

FROM: DIVISION CHIEF for all Agreements OR
BRANCH CHIEF for Intermittent/Episodic Agreements (If
Division Chief redelegated to approve such
Agreements)

SUBJECT: Request for (Regularly Scheduled or
Intermittent/Episodic) Participation in Telework

I hereby request that John Doe's request for Telework participation be approved.

John Doe and I have discussed the possible work activities that could be accomplished in a Telework environment. He has met all the necessary requirements and completed all mandatory forms (see attached). To start the process, he has requested one day per week (10-hours per day) participation, on a regularly scheduled basis. This will occur on each Thursday of the week.

In working with Mr. Doe for the past year, he has demonstrated his ability to successfully contribute to all the projects for which he has been involved. He has worked in team environments both in XXX and NOS, as well as conducted independent research to accomplish particular office objectives.

Over the next few months, one of our major projects will be acquiring, processing, evaluating ... Mr. Doe is a unique expert in this field. By having the ability to work in an environment with limited distraction, he will help NOS meet its obligations to produce a ... Because of his technical proficiency, aptitude for successfully starting and completing projects, coupled with his ability to work independently, he will be aptly suited for the telework environment.

I, therefore, recommend that this application be approved.

Attachments

SAMPLE INITIAL REQUEST TO PARTICIPATE/JUSTIFICATION MEMORANDUM
GROUP AD-HOC

MEMORANDUM FOR: DIVISION CHIEF (If Division Chief has been
 redelegated to approve such Agreements, otherwise it
 would have to be the Program/Staff Director)

FROM: BRANCH CHIEF (If Division Chief has been
 redelegated to approve such Agreements, otherwise it
 would have to be the Division Chief)

SUBJECT: Request for Office Name Employees to Participate in
 the NOS Telework Program on an Ad-Hoc Basis

I hereby request your approval for the following Office Name employees
to participate in the NOS Telework Program on an ad-hoc basis for
one year:

John Doe
Jane Jones
Thomas Kent

Mary Smith
Michael Moore
Tom Jenkins

I have discussed with all the employees concerned the possible work
activities that could be accomplished in a Telework environment.
They meet all the necessary requirements and have completed all
mandatory forms (see attached).

During certain times of the year, this office must complete tasks
within a very short time frame. By allowing the employees to work
at an alternate location, they can concentrate on the task and
ensure that the deadlines will be met. In general, tasks generally
consist of ... The ad-hoc occasions will be requested in advance by
the employee, approved (or not) by myself, and the date, work
schedule and purpose will be documented as required.

I, therefore, recommend that these applications be approved.

Attachments

SAMPLE INITIAL REQUEST TO PARTICIPATE/JUSTIFICATION MEMORANDUM
MEDICAL

MEMORANDUM FOR: DIVISION CHIEF (If Division Chief has been
 redelegated to approve such Agreements, otherwise it
 would have to be the Program/Staff Director)

FROM: BRANCH CHIEF (If Division Chief has been
 redelegated to approve such Agreements, otherwise it
 would have to be the Division Chief)

SUBJECT: Request for Intermittent/Episodic Participation in
 Telework for Medical Reasons

I hereby request that John Doe's request for Telework participation be approved.

John Doe has recently had surgery due to an injury and will need to recover at home for approximately 2 months. The physician has authorized that Mr. Doe can work up to 3 hours a day while recuperating. Mr. Doe was in the process of writing several major policies when he was injured. Completing this task can easily be done from his home. Allowing Mr. Doe to work the next couple of months from home for three days a week, 3 hours each day, will assure that the work is accomplished on time.

John Doe has met all the necessary requirements and completed all mandatory forms (see attached). Also attached you will find the doctor's evaluation and authorization for him to work at home during this time period.

I, therefore, recommend that this application be approved.

Attachments

SAMPLE REQUEST FOR RENEWAL/JUSTIFICATION MEMORANDUM

MEMORANDUM FOR: PROGRAM/STAFF OFFICE DIRECTOR for all Agreements OR
DIVISION CHIEF for Intermittent/Episodic Agreements
(If Division Chief redelegated to approve such
Agreements)

FROM: DIVISION CHIEF for all Agreements OR
BRANCH CHIEF for Intermittent/Episodic Agreements (If
Division Chief redelegated to approve such
Agreements)

SUBJECT: Request for Renewal of (Regularly Scheduled or
Intermittent/Episodic) Participation in Telework

I hereby request that Mary Jones request for Telework participation be continued.

Mary Jones and I have discussed the possible work activities that could be accomplished during her telework tour of duty. She has met all the necessary requirements and completed all mandatory forms. To continue the process, Ms. Jones has requested two days per week (8-hours per day) participation, on a regularly scheduled basis. This will occur on each Monday and Tuesday of the week. In addition, she has provided a list of her activities while on the telework tour of duty.

Ms. Jones has demonstrated the ability to successfully contribute to all the projects for which she has been involved, both here at work and those that can be supported in a telework environment. On her days in the office, she continues to work in team environments both in XXX and NOS, as well as conducting independent research to accomplish particular office objectives. While working at the alternate location for two days per week, she has continued to be quite productive and meeting all requirements.

I, therefore, recommend that this application again be approved.

Attachments

SAMPLE
NOAA TELEWORK TERMINATION FORM

The telework option is not an employee right but rather falls under the supervisor's discretion to determine how work should be accomplished with the organization. Termination from the telework agreement can be either voluntary or involuntary.

This is notification that the telework agreement which was signed on January 24, 2003 is no longer in effect and is hereby terminated.

Termination is based on (Please check one):

Voluntary Withdrawal

X Involuntary Withdrawal

If involuntary terminated, this decision was based on:

Requirements of the Current Work Assignment

X Reassignment or Change in Duties

Lack of Office Coverage

Failure to Maintain Eligibility Standards (Please specify):

Other (Please Specify):

Receipt Acknowledged:

Employee's Signature _____ Date

Supervisor's Signature _____ Date

Approving Official's Signature _____ Date

SAMPLE TELEWORK LOG

ATTACHMENT 11

DATE RECVD	TYPE	APPROVED	START DATE	END DATE	OFFICE	LAST NAME	FIRST NAME	COMMENTS
12/14/00	R-E	12/29/00	1/2/01	1/1/02				EXCEPTION-MEDICAL (3 D/WK) (MTTH)
1/16/01	R	1/18/01	1/31/01	1/30/02				ONE DAY/WEEK (W)
3/2/01	R	3/6/01	3/8/01	3/7/02				ONE DAY/WEEK (TH)
5/18/01	R	5/22/01	5/23/01	5/22/02				TWO DAYS/WEEK (M/W)
5/18/01	R	5/22/01	5/29/01	5/28/02				TWO DAYS/WEEK (M/T)
5/18/01	R	5/22/01	5/23/01	7/15/2001				TERMINATED-EMPLOYEE REQUEST
5/18/01	R	5/22/01	5/25/01	5/24/02				TWO DAYS/WEEK (M/F)
5/22/01	R	UNAPPROVED						
6/4/01	R	6/5/01	6/11/01	6/10/02				ONE DAY/WEEK (M)
6/13/01	I	6/21/01	6/27/01	10/26/01				EXCEPTION-TIL ACQUIRE SPACE M-F
7/2/01	R	7/3/01	7/10/01	7/9/02				TWO DAYS/WEEK (T/F)
7/20/01	R	7/24/01	8/3/01	8/2/02				ONE DAY/WEEK (F)
8/20/01	R	8/21/01	8/30/01	8/29/02				RENEWAL
12/21/01	I-A	12/23/01	12/28/01	12/27/02				AD-HOC-1 YEAR-NOT RENEWED
12/21/01	I-A	12/23/01	12/28/01	12/27/02				AD-HOC-1 YEAR
12/21/01	I-A	12/23/01	12/28/01	12/27/02				AD-HOC-1 YEAR
12/21/01	I-A	12/23/01	12/28/01	4/27/02				AD-HOC-120 DAYS
12/21/01	I-A	12/23/01	12/28/01	4/27/02				AD-HOC-120 DAYS
1/11/02	R	1/16/02	2/14/02	3/15/2002				SUPV TERMINATED-INSUFFICIENT WORK
1/11/02	R	1/16/02	1/23/02	1/22/03				RENEWAL

TYPE KEY

- R - REGULAR SCHEDULE
- I - INTERMITTENT/EPISODIC SCHEDULE - ONE TIME EVENT
- I-A - INTERMITTENT/EPISODIC SCHEDULE - AD-HOC
- I-M - INTERMITTENT/EPISODIC SCHEDULE - MEDICAL
- I-F - INTERMITTENT/EPISODIC SCHEDULE - FAMILY NEEDS
- E - AN "E" AFTER ANY OF THE ABOVE MEANS AN EXCEPTION TO THE PROGRAM
- T - "T" UNDER END DATE MEANS AGREEMENT WAS TERMINATED